

**CITY OF LYNNWOOD  
HUMAN SERVICES COMMISSION MINUTES  
July 7, 2016 Meeting**

**Call to Order**

The meeting was called to order by Chair Hurst at 6:35 p.m.

**Roll Call**

<b>Commissioners Present:</b>	<b>Staff Present:</b>
Pam Hurst (Chair)	Chanda Emery, Sr. Planner
Michelle Reitan (Vice Chair)	Paul Krauss, Community Devt. Director
Peter Schmidt	Sgt. Cole Langdon, Comm. Health/Safety
Kathy Coffey	
Sandi Farkas	
Mary Ann Dillon	<b>Other:</b>
	Shannon Gaule, YWCA Homeless Liaison
<b>Commissioners Absent:</b>	Council Liaison Shirley Sutton
Julio Cortes	Councilmember M. Christopher Boyer

**Approval of Minutes of the June 2 Meeting**

*Motion made by Commissioner Coffey, seconded by Commissioner Schmidt, to approve the June 2, 2016 Human Services Commission minutes as presented. Motion passed unanimously (6-0).*

**Petitions and Communications**

Adrienne Fraley-Monillas, Edmonds City Councilmember, and Deborah Rogers, a nurse at Seattle Children's Hospital, introduced themselves as visitors to the Commission.

**Staff and Commission Reports**

Commissioner Coffey stated she went on a ride along on Saturday with Officer Cole Langdon. She highly recommended taking advantage of this opportunity. It opened her eyes as to the nature of a lot of the calls and how so many of them have a social services or human services need to them. She commended the officers for the respect with which they encountered each situation.

Chair Hurst said she went on a ride along with Officer Langdon on June 2 for five hours. Part of the time was with Shannon Gaule, the YWCA Homeless Engagement Liaison, which was very interesting. Chair Hurst said she was very

1 proud of the interaction she saw between Officer Langdon, Ms. Gaule, and  
2 members of the community.

3  
4 Commissioner Dillon stated that the Rapid Rehousing Grant started July 1. This  
5 is running out of the Pathways for Women Shelter which is for individuals who  
6 come through the coordinated entry system or through Shannon Gaule. The goal  
7 is to rapidly rehouse families and individuals in the community into a rental unit.  
8 Additionally, they are working on potentially getting another Navigator for south  
9 county.

10  
11 Chair Hurst said she went with Chanda Emery to the Senior Services Center and  
12 had distributed their resource catalog to the Commission. Commissioner Reitan  
13 said it's a resource put out for Senior Services of Snohomish County which has a  
14 lot of information around housing, mental health, access, and SHIBA (Statewide  
15 Health Insurance Benefits Advisor). She uses it a lot around housing for seniors.  
16 Chair Hurst asked Commissioner Reitan how comprehensive the information in  
17 that resource is. Commissioner Reitan said there is no food bank information and  
18 no information about meals that are available throughout the week in south  
19 Snohomish County. For example, there is a series of meals that people can get  
20 Monday through Friday and Saturday morning which is not in the guide.  
21 Generally the guide contains services that Senior Services provides related to  
22 mental health issues. A lot of it is targeted toward seniors. Information to support  
23 people who are younger would not necessarily be in the catalog. Chair Hurst  
24 asked if there is something else that exists. Commissioner Reitan thought that  
25 Volunteers of America puts out a resource book. Councilmember Boyer thought  
26 that VOA stopped publishing that a few years ago. Commissioner Reitan  
27 commented that people can search for resources at [www.win211.org](http://www.win211.org).

28  
29 Senior Planner Emery stated she attended an open house event for Sebastian  
30 Place at Catholic Community Services. Sebastian Place is at 1925 – 196<sup>th</sup> in  
31 unincorporated Snohomish County and has 20 units for homeless vets. This was  
32 an interesting tour because the architect had interviewed vets and asked them  
33 what they wanted to see in their housing. The result was a very nice project.

34  
35 Chair Hurst concurred and noted the layout is very nice. She said she wasn't  
36 sure if 211 is really the place that has all the answers. She asked if anyone knew.

37  
38 Adrienne Fraley-Monillas, Edmonds City Councilmember, said she was attending  
39 the Commission meeting tonight because of the homeless issue. Edmonds is  
40 starting to have many more issues around homelessness. From their research  
41 211 online is actually the only system that has the most updated services. Even  
42 their paper services are often out-of-date because things change so often.

1     **Discussion**

2  
3     1.     Council President Christopher Boyer - Homelessness

4  
5     Councilmember Boyer explained that he is also the Pastor of Good Shepherd  
6     Church on 196<sup>th</sup> Street. In 2004 the church was looking for something to do with  
7     their surplus property, and they felt the highest and best use for a good deal of  
8     that property was affordable housing for senior citizens. He was hired because of  
9     his non-profit management experience to make that dream a reality. It was and is  
10    an eye-opening experience for him with people asking for help every day. A big  
11    part of what he wanted to do when he ran for City Council was to at least get the  
12    City talking about the issues that he was seeing, especially homelessness. He  
13    knew the City didn't have a lot of money, but thought it could act as a catalyst  
14    toward getting more services in Lynnwood.

15  
16    In 2014 he convinced the City Council at a retreat to have a discussion about  
17    homelessness. As a result Councilmembers Cotton, Goodwin, and Ross all said  
18    they would like to be a part of it. Since only three people are allowed on a task  
19    force at any given time, Councilmember Cotton and Goodwin joined him, and  
20    Councilmember Ross was the alternate member. The goal initially was just to  
21    learn as much as they could. Staff was also involved in the task force, including  
22    Director Krauss and Chanda Emery. Residents of Lynnwood and Edmonds,  
23    including Pam Hurst, participated in the task force.

24  
25    The task force learned that homelessness is not a monolithic issue. They learned  
26    to talk about the homeless in two categories: the temporarily unsheltered (people  
27    that just need a helping hand to get them back on track) and the chronically  
28    homeless. The chronically homeless need a lot of help all the time and are the  
29    highest users of the emergency room and EMS services. Sadly, as a pastor he  
30    has participated in a number of funerals for these individuals. It is a dangerous,  
31    hard life because of addictions, the lack of good nutrition, hygiene, and exposure  
32    to the elements. Because of these factors and the opportunity for physical  
33    conflicts for them, wounds and injuries are common and can cause big problems.

34  
35    Councilmember Boyer indicated that the notes from their meetings in 2014 had  
36    been provided to the Commission. He stressed that, "Homelessness is not  
37    hopelessness." Every single homeless individual can be helped although some  
38    require more effort and resources. He commented that a direct correlation has  
39    been shown between adverse childhood experiences (ACES) and not only  
40    addiction, but also homelessness. These individuals' ability to form healthy  
41    relationships is damaged by those adverse childhood experiences. This affects  
42    their personal relationships, employment, and other areas of their life. Union  
43    Gospel Mission and others have come up with some way of working with ACES  
44    folks to truly integrate them into healthy community living. They have a year-long  
45    residential program that feeds and houses the men and pairs them up with  
46    mentors on basic life skills. They have a remarkable, single-digit percentage

1 recidivism rate out of that program. Councilmember Boyer stressed that there is  
2 not a single person out there that can't beat homelessness with the right care,  
3 training, and resources.

4  
5 In 2015 the task force released the civilian members while staff and  
6 councilmembers continued to meet to figure out how to start a pilot project by  
7 issuing a Request for Proposal (RFP). The Council eventually decided on a  
8 contract with the YWCA as a partner, and this is working out very well.

9  
10 Director Krauss commented that while this issue was brought to the Council by  
11 one individual it very quickly resonated amongst all of them which was a first for  
12 the City of Lynnwood, and a first for Snohomish County. They are finding out that  
13 a lot of surrounding communities are starting to experience the same starting  
14 point since homelessness has reached a point that it can't be ignored. He stated  
15 that after the Council issued the RFP and the contract with the YWCA they  
16 decided to create a Human Services Commission to keep the issue in front of the  
17 Council and the community and have a group of people who are knowledgeable  
18 on the issues come up with ideas. Councilmember Boyer said he was very  
19 excited about the possibility of the Human Services Commission. The Council is  
20 hoping for some things that attract grant funding, but they are also aware that to  
21 attract grants the City has to have skin in the game. The City Council will be  
22 looking at how much money that really means.

23  
24 Commissioner Schmidt asked if there has been a *stand down* for the homeless in  
25 this community. Other cities do this whereby they bring in resources and the  
26 homeless come out to get everything from pedicures, clothes, and other  
27 essentials. Commissioner Dillon stated that locally the annual Point in Time  
28 Count at the Good Shepherd Church serves as a small version of this. As an  
29 entire county the Project Homeless Connect happens next week.

30  
31 Councilmember Boyer added that Trinity Lutheran hosts a hot breakfast and  
32 connects the needy with available services every Saturday morning.

33 Commissioner Reitan stated added that the Neighbors in Need program at Trinity  
34 Lutheran provides breakfast, food, and clothing on Saturdays. The Neighborhood  
35 Needs Alliance also does tutoring with kids who come with their families. Trinity  
36 Lutheran serves about 200-250 people each Saturday morning. The majority of  
37 these people are not homeless, but are very poor.

38  
39 Councilmember Boyer added that Trinity Lutheran made a proposal to the South  
40 Snohomish County Ministerial Association about 7 or 8 years ago saying they  
41 can't leave people to freeze to death in the winter time. The Ministerial  
42 Association rallied around and a lot of churches got involved in the Emergency  
43 Cold Weather Shelter Network. Initially people were brought to various churches  
44 to sleep overnight. Over time issues about fire safety came up, and so it was  
45 limited to either Trinity or Good Shepherd. Eventually, due to fire code

1 regulations, the shelter was moved to Edmonds Senior Center or Lynnwood  
2 Council Chambers.

3  
4 Director Krauss stated that when he was in Auburn they had a stand down each  
5 year for a number of years which was designed to deal with the needs of  
6 veterans who "fell off the grid." The word got out, and they had hundreds of  
7 people that showed up each year at the event.

8  
9 Commissioner Reitan discussed the scheduling conflicts with the Senior Center  
10 due to other events they have there. Sometimes people don't get down there  
11 until 11 p.m. or midnight, and they have to be out by 5:30 or 6 a.m. because of  
12 other scheduled activities at the center. There are also issues with the location  
13 and transporting people there. She suggested looking at different ways of  
14 supporting a shelter closer to Lynnwood. Councilmember Boyer concurred. He  
15 stated that one of the recurring themes in the Homelessness Task Force was  
16 how to attract funding for a year-round shelter and service center for men,  
17 women, and children. He spoke to the essential need for these people to have a  
18 way to get clean in order to stay healthy. Commissioner Reitan referred to an  
19 article stating that in a couple years the majority of homeless people are going to  
20 be over 55, but they are presenting with conditions of people in their 70's which is  
21 a huge issue. Councilmember Boyer expressed appreciation to those who are  
22 serving on the Human Services Commission.

23  
24 Commissioner Coffey asked if there is a way to identify the savings that are  
25 being realized by the work of the community paramedic. Commissioner Reitan  
26 commented that Fire District 1 is capturing some of that data. She wasn't sure  
27 about the City of Lynnwood. Director Krauss commented that Fire District 1 and  
28 the City of Lynnwood just entered into a merged management agreement. He  
29 indicated that the data is hard to come by, and even if they get it there is no way  
30 to recover the money that was saved. Commissioner Dillon brought up a city  
31 where they were able to document the savings as a result of just one particular  
32 person.

33  
34 Officer Langdon stated that Everett has done a study looking at the costs of  
35 booking someone in jail, an officer responding to a call, a fire truck or an aid car  
36 showing up on a scene, etc. This would not apply directly to Lynnwood, but the  
37 numbers would be pretty close. He commented that they are trying to find ways  
38 to divert people needing social services away from the criminal justice system.  
39 Director Krauss commented that it is actually costing the City of Everett more to  
40 develop a proper response to these people. The savings accrue in the hospitals  
41 and the jails, not necessarily the city.

42  
43 Commissioner Coffey asked if data like that would help the City receive grant  
44 money. She commented that in order to develop sustainable solutions it might be  
45 wise to look further down the road at prevention as they seek to get those dollars.  
46 Director Krauss noted they have been involved with the budget process. As part

1 of this he has requested 1% of the General Fund, but there is also a Community  
2 Health and Safety effort which is a joint program with Lynnwood Police  
3 Department, Lynnwood Fire Department, Community Development, and Parks.  
4 They are proposing some initiatives such as the embedded social worker in  
5 Police that Everett has had some success with. They are also looking at a large  
6 focus on the south Lynnwood neighborhood. One of the purposes of the Human  
7 Services Commission is to frame up the issues and solutions and help the  
8 Council understand the need. The Needs Assessment will be very valuable in  
9 this effort and has been attached to the budget request.

10  
11 Commissioner Farkas commented that they would have to come up with a  
12 project in order to be eligible for grants.

13  
14 Commissioner Dillon commented that Shannon Gaule is doing a survey which  
15 will be a nice complement to the Needs Assessment. It will be sent out to the  
16 broad stakeholder group including those experiencing homelessness and asking  
17 them what they think the solutions are. This will provide broad and in-depth  
18 information. Shannon Gaule reiterated that the questions are very in-depth. They  
19 are trying to bring a deep understanding of what a day in that person's life is like  
20 with regard to staying safe, finding food, storing their belongings, finding sleep,  
21 taking care of financial needs, etc.

22  
23 Councilmember Sutton referred to the Project Connect coming up and asked if a  
24 survey could be administered to those who are attending. Shannon Gaule stated  
25 that it had been discussed, but they have asked that it not be done during the  
26 event. Commissioner Dillon commented she could look into it because it is  
27 something that makes sense. She noted they hand out backpacks at the event  
28 so if it is allowed they could have people fill out the survey. It was noted that the  
29 in-depth survey could take about 45 minutes per person.

30  
31 Commissioner Schmidt stated that he attended a housing subgroup meeting at  
32 the TBI (Traumatic Brain Injury) Commission meeting. The discussion was  
33 around doing some sort of assessment on traumatic brain injury because they  
34 don't have any idea of how many homeless folks have a TBI.

35  
36 Officer Langdon stated that as part of the work he and Shannon Gaule do they  
37 could issue the survey.

38  
39 Deborah Rogers, a nurse at Children's Hospital in Seattle, asked if the survey  
40 looks at how long they've been homeless, what caused them to be on the street,  
41 how long they'd been using, if they've sought any medical treatment, if they have  
42 any diseases and what those are (if they want to disclose those). This would help  
43 in terms of prevention in the long run. Shannon Gaule replied that all of those  
44 questions are in the survey with the exception of how long they have been using.

1     **Discussion**

2  
3     A.     Community Development Director Paul Krauss – Rental Housing  
4             Inspection  
5

6     Director Krauss stated this is a proposal to use the City's business license  
7     process to help ensure that rental housing in Lynnwood maintains at least  
8     minimal standards. As city officials they do not have a right to go into private  
9     property unless they are invited in or are accompanying the police. Most rental  
10    housing in the City is fine, but a lot of it is substandard. They have come across  
11    apartment buildings where the sewer just dumped out underneath the building  
12    and crawl space. They have found issues such as mold and rain coming in  
13    around light fixtures in the ceiling. He commented that a rental housing  
14    inspection program is one way to address it.  
15

16    He reviewed a series of proposals that was previously recommended by staff.  
17    These included mandatory trash collection which has since been approved by  
18    Council. Rental housing inspection was one of the proposals, but was not acted  
19    on. Neighborhood revitalization planning and investments is currently in the  
20    budget proposal. Funding to hire a second code enforcement officer has since  
21    been funded. A graffiti control program was created as a volunteer program.  
22    Coordination with religious and service groups to help address code issues is still  
23    being worked out. City financial support for social services in the community is a  
24    topic of discussion tonight. A revolving loan fund was established to allow the  
25    City to get a court order to clean up properties.  
26

27    If Lynnwood established a rental housing inspection program they would not be  
28    the first to do this. Mountlake Terrace, Tukwila, Seattle, Everett, and Bellingham  
29    are all doing it. Director Krauss distributed a copy of the state law regulating  
30    these kinds of programs and the Mountlake Terrace ordinance as an example.  
31    He commented that when they discussed this in the past there was an  
32    understanding that it covered apartments and single family homes for rent, but he  
33    would like to make sure that it also covers motels. He discussed how the  
34    inspection process could potentially work. He stated that if there is an interest on  
35    the part of the Human Services Commission, he could craft an ordinance with the  
36    City Attorney before the next meeting in September.  
37

38    *There was consensus among the Commission to have staff move forward with*  
39    *creating a draft ordinance relating to a rental housing inspection program.*  
40

41    Commissioner Reitan stated that this is really important, but asked if there was  
42    any language around protecting the residents of places that were found to be  
43    substandard. Director Krauss replied they have occasionally come across  
44    properties that are in such bad shape that they have had to move folks out. In  
45    those cases they have alerted the Red Cross and Salvation Army to assist with  
46    providing accommodation. The most recent incident was when there was raw

1 sewage dumping out under the building. It wasn't safe to leave the people there,  
2 but staff worked with emergency responders to find someplace for them to go.

3  
4 Commissioner Coffey asked if there would be provisions to support those that  
5 don't have English as a first language, whether they are the owners or the  
6 renters. Director Krauss commented that there is an online translation service.  
7 Senior Planner Emery remarked that Volunteers of America Western Washington  
8 has staff that can interpret 150 languages.

## 9 10 **Old Business**

11  
12 A. Revised Lynnwood Service Providers Map

13  
14 B. Review of Draft 2016-2018 Needs Assessment

15  
16 Senior Planner Emery presented and discussed a draft brochure and solicited  
17 comments and corrections. The Commission applauded Ms. Emery's efforts.

## 18 19 **New Business**

### 20 21 **Council Liaison Report**

22  
23 Councilmember Sutton had the following comments:

- 24 • She stated the Council is getting deep into the budget process, and she  
25 has been learning quite a bit from the process. She is amazed at the  
26 different types of funds the City has and the different requirements. There  
27 will be a final report coming to the Council in August.
- 28 • She attended the open house for the new housing and was very  
29 impressed with it.

### 30 31 **Director's Report**

32  
33 Director Krauss noted that after the presentation by Community Resource  
34 Paramedic Dan Grantier at the last meeting he had wondered if there had ever  
35 been a conversation between Dan and the City's Code Enforcement Officer.  
36 When he looked into this he learned they had not been connected, but that has  
37 since been remedied. The two are now coming up with joint strategies of how to  
38 interact and intervene on issues.

## 39 40 **Adjournment**

41  
42 The meeting was adjourned at 8:05 p.m.

43  
44   
45 Pam Hurst, Chair 10/6/16  
46